

TOWN OF HANOVER PERSONNEL REGULATIONS

Issued by Town Manager Troy B.G. Clarkson

Effective May 6, 2013

In Accordance with §4(B)(6) of the Hanover Town Manager Act

I. TITLE AND COVERAGE

I.1 Title

The Town Manager Act, Section 4 (B)(6), charges the Town Manager with the responsibility to, “develop and administer a personnel system, including, but not limited to, determination of rates of pay, the development and implementation of an ongoing training program, evaluation process, personnel and hiring policies, practices and regulations for town employees...” This updated version of the former Hanover Personnel Regulation, now issued as regulations by the Town Manager, documents the employment, compensation and benefits policies for the employees of the Town of Hanover covered under this regulation. Policies, practices, and provisions included in this regulation may be changed at any time with the approval the Town Manager.

Throughout this regulation, “Town” refers to the Town of Hanover.

This regulation is a guide to working conditions for the employees of the Town of Hanover covered under this regulation. The Personnel Regulation is not meant to be all-inclusive but to provide general information and answer questions. This Personnel Regulation is not intended to create any contractual rights in favor of the Town. Any statements to the contrary are disavowed and should not be relied on by any prospective or existing Town employee.

I.2 Persons covered Under This Regulation

The personnel policies, procedures, and provisions contained in this regulation apply to all employees of the Town except those who are elected by popular vote or who are represented by a recognized bargaining agent, or under contract with the Town. This Regulation, however, may be used as a reference in determining employment practices, payment of wages/salaries, and provision of benefits for those Town employees not covered by the Regulation.

I.3 Effective Date

The Personnel Regulation and amendments shall become effective upon acceptance by the Town. The Regulation and amendments will take effect on July 1 following acceptance, unless an alternate effective date is established by vote of the Board of Selectmen and Town Meeting. This Regulation may be amended, revised or revoked by the affirmative vote of those present and voting at any Town Meeting.

II. EMPLOYMENT

II.1 Employment Policy

The Town selects applicants for employment and candidates for promotion and job transfer on the basis of their ability to perform the job and does not discriminate against any individual because of race, creed, color, national origin, ancestry, religion, marital status, age, handicap, or sex.

II.2 Employee Records

All employment records are considered confidential. They are kept by the Town Manager or designee and may not be viewed by anyone other than the applicable employee or his/her immediate supervisor on strictly a need to know basis. An employee may view his/her employment records by requesting access from the Town Manager or designee.

II.2.A

The Town Manager or designee shall, for all Town employees, covered, and not covered, by the Hanover Personnel Regulation, be fully authorized to organize the administrative personnel practices, information and files, and compliance efforts required of the Town, in any manner needed to best administer authorized personnel practices of the Town. Further, in regards to compliance efforts required of the Town by the Federal or State Government, the Town Manager or designee shall be authorized to direct the efforts of any personnel in any department, notwithstanding any regulation, or other governing authority to the contrary, to achieve the required compliance.
(May 1993)

II.3 Recruitment

Department Heads must notify the Town Manager or designee when job openings occur. Written notification must be accompanied by a job description, required qualifications, and the number of regularly scheduled weekly working hours.

Within three working days a notice of vacancy will be posted on the Town Hall bulletin board and on bulletin boards in the following areas: School Department, Fire Department, DPW, and the Library. Qualified Town employees are encouraged to apply to the appropriate department to fill a job vacancy. Job vacancies may also be advertised in newspapers or professional publications, or may be advertised using other methods to find appropriate applicants. For management positions, the website of the MA Municipal Association (www.mma.org) is strongly encouraged. All external applicants must complete a job application. The standard job application should include a voluntary disclosure form for EEO purposes.

Each applicant's qualifications will be reviewed by the appropriate Department Head or Board. Hiring decisions will be made by the appropriate Department Head or Board within established procedures.

II.4 Veterans' Re-employment

Provisions shown below for Veterans' re-employment are designed to be consistent with federal law. If any part of the Town's Veterans' Re-employment Policy is found to conflict with federal law or state law that law shall govern.

A full-time or permanent part-time employee who leaves employment with the Town to become a member of the armed forces of the United States, may be entitled to his/her job held at the time of induction or to a job of similar pay and status without loss of seniority providing that the Town's employment situation has not changed to the extent that re-employment would be impossible or unreasonable.

To qualify for re-employment a veteran must have been separated from the military under honorable conditions and be qualified to perform the duties of the job. If the veteran has been disabled during military service, (s)he will be offered a job comparable in status and pay to his/her job at the time of induction provided that the Town's employment situation allows this job placement.

A veteran must apply to the Town for re-employment within ninety days of discharge from active service. For Reservists and National Guard members returning from initial active duty or training of three consecutive months or more, the period for reapplication is thirty one days.

II.5 Promotions

A promotion is a change from an employee's current job grade to a higher grade. This change may involve a reclassification from part time to full time.

An employee who is promoted to fill a job vacancy will be paid at the next salary step which is more than their current rate of pay, unless otherwise approved by the Department Head and Town Manager.

Depending on the requirements for his/her new job, an employee may be required to submit evidence of a satisfactory physical examination to the Town Manager or designee.

II.6 Transfers

A transfer is a change of job in the same pay grade as the current job or a change to a job in a lower pay grade. A transfer may also involve changing status from part time to full time.

A transfer does not guarantee a salary review.

Depending on the requirements for his/her new job, an employee may be required to submit evidence of a satisfactory physical examination to the Town Manager or designee.

II.7 New Employees

Under the provisions of the Immigration Reform and Control Act of 1986, all new employees are required within three (3) days of beginning work to present evidence to the Town Manager or designee of their legal right to work in the United States. All new employees are also required to complete various forms, such as those required for tax withholding, and other records required for benefits eligibility. Depending on the requirements for his/her job, a new employee may also be required to submit evidence of a satisfactory physical examination to the Town Manager or designee. Pre-employment physical examinations must be conducted according to the Town's Pre-Employment Physical Policy.

Upon acceptance of employment with the Town, each new employee will receive a welcome packet, which will include all payroll, health insurance, and wellness information. This packet will also include a copy of the Employment Evaluation Form to be used for the annual performance review.

A new employee will be subject to a six (6) month probationary period in a full-time or regular part-time position. During this probationary period, he/she may be terminated without benefit or recourse through any provisions of the laws of the Town of Hanover or the Commonwealth of MA.

III. EMPLOYEE POLICIES

III.1 Hours of Work

Work schedules are set by Department Heads and/or Boards and may be changed to meet Town needs.

III.2 Meal Breaks

Each employee working six (6) or more continuous hours during a shift is entitled to an uncompensated meal break. Times for meal breaks are set by Department Heads and/or Boards to meet the needs of the department/board.

III.3 Employee Classification

The nature and hours of work are determined by the positions held. Permanent, full-time administrative support employees are scheduled for 35 hours per week. Others, including Department Supervisors and Department Heads, are scheduled for 40 hours per week.

Permanent part-time employees are expected to fill jobs for an indefinite period of time and are paid an hourly wage. Permanent part-time employees are regularly scheduled to work less than a full-time schedule and have worked that schedule for 16 or more consecutive weeks.

Temporary part-time employees are expected to fill a job for a short time and are paid an hourly wage, as determined by the Town Manager.

III.4 Overtime

All employees are expected to work the hours assigned by their Department Head. Any time worked over 40 hours in one week is overtime work. Employees classified as exempt through the Fair Labor Standards Act (FLSA) are not eligible for overtime.

Exemption and non-exemption from required overtime payments is defined by state and federal laws concerning compensation, hours worked, and scope of responsibility. The Classification of Positions shows each job covered under this regulation as “Exempt” or “Non-Exempt”.

Exempt employees, such as Department Heads and professional and administrative employees, are not paid overtime. Non-exempt employees are paid 1½ times their regular rate for hours actually worked over 40 hours in one week. A non-exempt employee who is required to work more hours than his/her regular schedule but less than 40 hours during a week will be paid his/her regular rate for the additional hours. If a non-exempt employee is called back to work during any period of time not considered a regular work shift, the employee will be paid 1½ his/her regular rate.

All overtime must be authorized by the appropriate Department Head.

III.5 Compensatory Time

Depending on the needs of the department, non-exempt employee may be eligible to receive compensatory time in lieu of overtime pay for overtime work. Compensatory time is calculated at the rate of 1½ time the actual number of hours worked over 40 in one week. Compensatory time must be approved by the Department Head prior to being accrued, and must be used within 60 days of its accrual, as approved by the Department Head. Compensatory time may not be accumulated.

III.6 Payroll Reporting

State and federal laws require that employers keep accurate records of hours worked by non-exempt employees. Department Heads are responsible for completing required records of their employees' time worked. Payroll records are retained by the Town's Treasurer. The Town reserves the right to track time through electronic or other means, as determined by the Town Manager.

IV. TOWN POLICIES

IV.1 Code of Ethics

Town employees, volunteers, and others who conduct Town business are bound by codes of professional and State ethics, including MGL Ch. 268A, which provides clear guidelines for ethical and proper behavior by public officials. Violators may be subject to disciplinary action up to and including termination.

IV.2 Sexual Harassment and Sex Discrimination

Sexual harassment of any employee, elected official, or volunteer for the Town is contrary to the Town's policy of providing a safe, secure, and professional work environment and will not be tolerated. Violation of this policy will result in disciplinary action up to and including termination.

"Sexual harassment" is defined by the Equal Opportunity Commission as "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature." These constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the bases for employment decisions and affect such individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment includes threats or insinuations, either explicitly or implicitly, that an individual's refusal to submit to sexual advances will adversely affect employment, performance evaluation, compensation, advancement, assigned duties, shifts or any other conditions of employment or career development.

Other sexually harassing conduct in the workplace is also prohibited. This includes offensive sexual flirtations, advances, propositions; verbal abuse of a sexual nature; graphic verbal comments about an individuals' body; sexually degrading words used to describe an individual; the display in the workplace of sexually suggestive objects or pictures; and unwelcome touching or physical contact.

Every Department Head has an affirmative duty to maintain a workplace free of sexual harassment and intimidation. It is the responsibility of Department Heads to discuss the policy with their employees and volunteers and assure them that they can work in security and dignity. Department Heads and Boards must immediately report any complaints about sexual harassment or abuse to the Town Manager or designee.

Any employee, elected official, or volunteer who is the victim of sexual harassment or abuse should report the abuse to his/her supervisor or the Town Manager or designee. Reports of sexual harassment will be handled with as much confidentiality as can be maintained while properly investigating each incident. Only individuals on a need-to-know basis will be informed as to the identity of the complainant. The Town has designated Ann Lee and Deputy Superintendent for Facilities Joseph Cazeault as points of contact for employees concerned about workplace harassment. These officials have been trained to listen and respond appropriately.

IV.3 Tardiness

All employees are expected to report to work at the time determined by their Department Heads. Excessive and/or habitual tardiness may result in disciplinary action up to and including termination.

IV.4 Attendance

Regular attendance is an essential condition of employment. The Town considers more than seven instances of absence during a 12 month period for any reason other than vacation, holidays, or approved Leave of Absence to be excessive.

Instances of absence are consecutive days out. An instance of absence may be one day out or many consecutive days out for a long term illness. An employee with excessive absences may be subject to disciplinary action up to and including termination.

An employee must report his/her absence to his/her supervisor or designee within ½ hour of his/her scheduled starting time.

IV.5 Job Classification

Town jobs are placed into job classifications after a job evaluation. Job descriptions for all jobs are classified according to an evaluation system that weighs such factors as the knowledge, problem solving, and accountability required to perform each job.

IV.6 Wage/Salary Merit Increases

Annual increases are determined annually by the Department Head and approved by the Town Manager, per section 4 (B)(6) of the Hanover Town Manager Act.

IV.6B Service Awards

Effective July 1, 2013, the service award will be as follows:

5 - 9 years of continuous service	\$ 200.00
10 - 14 years of continuous service	500.00
15 - 19 years of continuous service	750.00
20 - 24 years of continuous service	1,000.00
25 + years of continuous service	2,000.00

Employees who had achieved longevity steps in place before July 1, 2013 will still be eligible at previous award levels. These awards are to be paid as earned on an hourly rate based on the annual figure divided by 1827 for 35 hour/week employees and based on the annual figure divided by 2088 for 40 hour/week employees, as follows:

35 hour per week employees

\$ 400/1827= .22
 \$ 850/1827= .47
 \$1,500/1827= .82
 \$2,000/1827=1.09
 \$2,900/1827=1.59

40 hour per week employees

\$ 400/2088= .19
 \$ 850/2088= .41
 \$1,500/2088= .72
 \$2,000/2088= .96
 \$2,900/2088=1.39

(August 2003)

IV.7 Performance Evaluation

Annually, every employee will be provided a performance evaluation by his/her Department Head. An employee's overall performance may be evaluated in concert with a multi-member body if that employee works directly with said Board or Committee. As of July 1, 2013, all employees covered by this bylaw will be provided with annual increases based on merit alone. A copy of the evaluation form to be used is provided as an appendix to this bylaw.

An employee with a performance evaluation of "needs immediate improvement" may be subject to disciplinary action up to and including termination.

IV.8 Disciplinary Procedure

If an employee's performance, attendance, or behavior is not satisfactory, his/her Department Head may issue a documented warning stating the issue and giving suggestions for improvement. The warning must also include measurable goals, a timetable for improvement, and a statement that the employee will be subject to further disciplinary action up to and including termination if goals for improvement are not met. A copy of the warning is given to the employee and a copy sent to the Town Manager or designee for inclusion in the employee's file.

IV.9 Appeals

An employee aggrieved by any disciplinary event has the right to appeal. Within five (5) working days of the alleged event or after the employee becomes aware of the alleged event, the employee must file a written complaint with his/her Department Head. The Department Head must respond in writing within five (5) working days after receiving the complaint.

If the employee is not satisfied with the response, (s)he may, within five (5) working days, file a written appeal with the Town Manager or designee. The Town Manager or designee will respond with a written decision within ten (10) working days.

V. BENEFITS

V.1 Sick Leave and Personal Days

A full-time employee or a permanent part-time employee regularly working 20 or more hours per week who is unable to work due to injury from an accident that is not work related, illness, or important personal business may be eligible for paid Sick Leave.

Effective April 1, 2013, all full-time employees will be given ten (10) days, three (3) to be used as personal, with no cap on accrual. A permanent part-time employee regularly working 20 or more hours per week accrues paid sick time at the rate of ½ paid sick time day for each completed month of work at 20 or more hours per week. Paid sick time may be accrued up to 200 paid AIP Time days. (August 2003)

An employee accrues paid AIP Time during vacation and paid sick leave, but does not accrue paid AIP Time when absent from work without pay from the Town or when receiving Workers' Compensation benefits.

An employee who must conduct important personal business during working hours may be granted an excused absence from work by his/her Department Head. Employees are authorized up to three personal days per year at the discretion of the Department Head.

An employee who has no accrued paid sick time and requires days off because of illness, non-employment related injury, or personal business, will not be paid.

A Department Head may require a physician's certificate during an employee's absence or before his/her return to work.

When an employee with 25 years or more of service dies, or becomes a participating retiree in the Plymouth County Retirement Plan as verified by the County Treasurer, or becomes a participating retiree in a Selectmen approved retirement plan, (s)he or his/her estate will receive 75% of his/her accrued paid sick time up to a maximum of 113 paid sick days. When an employee with less than 25 years of service dies, or becomes a participating retiree in the Plymouth County Retirement Plan as verified by the County Treasurer, or becomes a participating retiree in a Selectmen approved retirement plan, (s)he or his/her estate will receive 50% of his/her accrued paid AIP Time up to a maximum of 75 paid days. Payment will be made no later than 30 days following retirement or death.

For employees whose start date is between July 1, 2006 and January 1, 2013, a maximum sick leave buyback cap of \$7,500 shall exist. Also, for employees hired on or after that date, a divisor of 260 will be used for purposes of calculating the sick leave buyback. (May 15, 2006)

Employees hired after January 1, 2013 shall not be entitled to any sick leave buyback benefits.

V.2 Workers' Compensation

An employee who is injured on the job or who is exposed to a contagious or infectious disease in the line of duty and is certified by a physician as contracting that disease may be eligible for Workers' Compensation benefits.

An employee who has an employment related injury and is receiving Workers' Compensation lost wages payments or comparable disability benefits may elect to be paid accrued sick time to make up the difference between disability payments and his/her regular base wage/salary. These supplemental payments will be charged against the employee's accrued time.

Employees receiving Workers' Compensation lost wages benefits do not accrue paid time.

V.3 Health Insurance

Group health insurance coverage is administered by the Town Treasurer and is offered to regular Town employees who work full-time, according to the provision of MGL Ch. 32B as amended and accepted by the Town, various Federal regulations such as COBRA, and policies established by the Board of Selectmen.

V.4 Continuation of Health Insurance

When an employee who is a member of the Town's group health insurance plan ceases his/her employment, (s)he and his/her eligible dependents may be eligible to continue health insurance under the provisions of COBRA.

V.5 Group Life Insurance

Regular Town employees are eligible for life insurance according to the provisions of MGL Ch. 32B and its amendments as accepted by the Town.

V.6 Retirement

Membership in the Plymouth County Retirement Plan or other Town approved plans is provided for regular Town employees according to the provisions of MGL Ch. 32 and its amendments as accepted by the Town.

V.7 Catastrophic Illness and Major Disabilities

The Town is committed to providing fair treatment and a safe working environment for all employees.

Employees may use their accrued paid AIP Time if they are unable to perform an essential function of their jobs because of illness or non-job related injury. An employee unable to work because of a work related injury may be eligible for Workers' Compensation benefits.

V.8 Privacy and Confidentiality

A strict policy of employee privacy and confidentiality will be followed in connection with any illness, disability, leave of absence, or other personnel issue. All information pertaining to employee health is considered confidential. Such information will not be disclosed to anyone in the workplace unless they have a legitimate right to know. The Town Manager or designee will determine when such a disclosure should be made.

The Town considers employee privacy to be a serious matter and will take all reasonable steps to ensure an employee's privacy. Any employee who discloses confidential information in violation of this policy will be subject to disciplinary action up to and including termination. Any breach of privacy should be reported immediately to his/her Department Head.

V.9 Maternity Leave of Absence

For female employees who have successfully completed the probationary period specified when they were hired, the Town provides up to eight weeks of unpaid leave of absence for childbirth or adoption of a child under age 18 or a child under 23 if the child is mentally or physically disabled according to the provisions of MGL Ch. 149. 105D, as amended. All expectant mothers must notify their Department Heads or Boards in writing at least two weeks in advance about the reason for and the approximate dates of their maternity leave.

Expectant mothers may use their accrued paid AIP Time if they will be disabled during their maternity leaves. A physician's certificate of disability including the reason for the disability and the inclusive dates when the employee will be disabled must be submitted to the Town Manager or designee before use of accrued paid AIP Time will be considered for approval.

When an employee returns to work, she will be restored to her previous position or a similar one. There will be no loss of seniority or benefits to which she was entitled when she began her leave.

V.10 Leave of Absence

Full-time and permanent part-time employees, who have completed 12 months of continuous employment immediately preceding their request, may request an unpaid leave of absence. There is no guarantee that a position will be available at the end of the leave. However, every effort will be made to place the employee in the same position or a similar position.

Requests for leaves of absence must be made to the appropriate Department Head. Requests for leaves of absence will be considered by the appropriate Department Head or Board and approved or disapproved depending on the needs of the Town. All requests for leaves of absence that have been approved by Department Heads or Boards must also be approved by the Town Manager.

Employees on leaves of absence are responsible for contributions to benefit plans that would be deducted from their paychecks. Sick time and vacation time are not accrued while on leave. Holidays are not paid.

V.11 Bereavement Pay

In the event of the death of an employee's spouse, child, grandchild, parent, grandparent, parent-in-law, brother, sister, brother or sister-in-law, stepchild, stepparent or sole survivor responsible for funeral arrangements of a close relative, the employee's Department Head may authorize up to four days absence with pay. In the event of the death of an employee's aunt, uncle, cousin, or grandparent-in-law, the Department Head may authorize a one day leave of absence with pay.

V.12 Jury Duty

The Town will provide the difference between an employee's base wage/salary and jury duty pay for a maximum of 30 calendar days when an employee is called to serve on a jury. The employee must notify his/her supervisor immediately that (s)he has been called to jury duty. In order to receive the difference in pay, the employee must provide the Finance Director with the court's verification voucher.

V.13 Witness and Other Fees

Any employee who receives a fee for service because (s)he is a Town employee must pay the fee into the Town Treasury according to General Regulation Provisions 5-1 Section 9.

V.14 Military Leave

Military leave will be granted for annual two week reserve training in the armed forces of the United States. A written request for leave and a copy of the employee's military orders must be presented to the employee's Department Head or Board as soon as the employee is informed of his/her schedule.

The Town will pay the difference between an employee's military pay and his/her base wage/salary. An employee may request this payment by presenting a copy of his/her paymaster voucher to the Finance Director.

In addition, employees who are members of The Reserve and/or National Guard units who are called to active duty will continue to receive full pay and benefits while actively serving the United States of America.

V.15 Holidays

Full-time employees will be paid for the following Town holidays that are observed on their regularly scheduled work days:

New Year's Day	Memorial Day
Independence Day	Thanksgiving Day
Presidents' Day	Labor Day
Martin Luther King Day	Columbus Day
Patriots' Day	Christmas
Veterans' Day	

Part-time employees will receive holiday pay if a Town holiday falls on one of their regularly scheduled work days. A part-time employee's holiday pay will be figured according to the number of hours (s)he is regularly scheduled to work on that day.

A Town holiday that falls on a Saturday will be celebrated on Friday; a Town holiday that falls on a Sunday will be celebrated on Monday.

A full-time employee filling a job classified as "non-exempt" who is required to work on one of the above holidays will be paid 1½ times his/her regular rate plus straight time holiday pay for the hours worked during his/her regular shift. Additionally, an employee who works hours in excess of his/her regularly scheduled shift will be paid 1½ times his/her regular base rate for those excess hours, but will receive no additional holiday pay.

V.16 Vacations

Full-time and permanent part-time employees are eligible for paid vacation time according to the following schedule. July 1 of the calendar year of hire shall be used for purposes of calculating the beginning of 5, 10, and 15 years of service employed for vacation benefits. Part-time employees averaging less than 20 hours per week in any eight week cycle during the fiscal year, shall accrue vacation time on a pro-rated basis.

Aggregate Employment Time in the 12 months Prior to July 1	Weeks of Vacation as of July 1
20 - 29 weeks	1
30 weeks - 4+ years	2
5 years - 9+ years	3
10 years – 19 years	4
20 + years	5

Full-time employees and permanent part-time employees are paid their regular base rate for vacation weeks.

Vacation schedules must be approved in advance by Department Heads. A maximum of five (5) vacation days may be carried into the next fiscal year with the approval of the Town Manager. This vacation time must be used within the first quarter of the next fiscal year or the vacation time will be forfeited.

Employees who are out of work on July 1 for any reason other than vacation are not eligible to receive vacation benefits until they return to work. Time out of work will be deducted from the aggregate time worked in the previous twelve months to compute the length of paid vacation time for each employee.

VI. TERMINATION

VI.1 Termination

A termination occurs when an employee ceases to be employed by the Town. The employee's final paycheck will reflect the hours worked during the final pay period, as well as any other payment owed to the employee.

A terminated employee's group health insurance is canceled as of the end of the last month worked. A terminated employee and/or his/her spouse and/or eligible children may be eligible to continue group coverage under COBRA provisions.

A terminated employee's group life insurance coverage ceases after employment terminates. A terminated employee may apply for continuation of coverage if eligible.

VI.2 Resignation

Resignation is at the employee's discretion. The Town requests that employees give two weeks' written notice. The Town Manager or designee and/or the employee's Department Head will meet with the employee to discuss the reasons that the employee is leaving. At the discretion of the Town Manager, the Town Manager, Department Head, or a designee will conduct an exit interview with departing employees.

VI.3 Release

Release is a permanent separation initiated by the Town as the result of the elimination of a job or of a reduction in force. The qualification of employees whose jobs are being eliminated or who are affected by a reduction in force will be considered and, if possible, those employees will be placed to fill vacancies in other Town jobs. Employees who are released will be recalled according to their qualifications to fill vacant positions.

VI.4 Discharge

Discharge is a permanent separation initiated by the Town. With the exception of employees hired under a regulation or statutory requirement for a defined period of time, the Town may discharge an employee at any time for any reason or for no reason.

Discharge of any employee may be warranted by, but not exclusive to:

- destroying, defacing, or damaging Town property or the property of another employee;
- theft, pilferage, or unauthorized removal of property;
- erroneous judgment that results in loss of equipment or money or that puts the Town in jeopardy;
- possession of or being under the influence of alcohol or illegal substances on Town property or during the workday;
- misrepresentation or falsification of employment or medical records;
- possession of unauthorized weapons on Town property or during the workday;
- refusing to perform assigned tasks or performing in an insubordinate manner.

Employees who are discharged for cause are not eligible for termination pay or rehire.

PERSONNEL REGULATION
20A CLASSIFICATION OF POSITIONS
EFFECTIVE JULY 1, 2010

POSITION TITLES*	PAY SCHEDULE	CLASS**
PLAYGROUND ASSISTANT	HOURLY	B
LIBRARY PAGE	HOURLY	B
ELECTION WORKER	HOURLY	B
CLERICAL INTERMITTENT	HOURLY	C
VAN DRIVER	HOURLY	C
TRANSPORTATION COORDINATOR	HOURLY	C
INSPECTOR OF ANIMALS	HOURLY	C
TEMPORARY ASSISTANT REGISTRAR	HOURLY	C
SEASONAL LABORER	HOURLY	D
ASSIST. RECREATION DIR.	HOURLY	D
REGISTRAR OF VOTERS, ASST. REGISTRAR	HOURLY	D
INTERN	HOURLY	D
GRANT AGENT	HOURLY	D
ASISTANT ANIMAL CONTROL OFFICER	HOURLY	D
DEPUTY INSPECTOR OF WEIGHTS & MEASURES	HOURLY	E
INSPECTOR OF WEIGHTS & MEASURERS	HOURLY	E
ANIMAL CONTROL OFFICER	HOURLY	E
SENIOR CLERICAL INTERMITENT	HOURLY	E
OUTREACH COORDINATOR	HOURLY	E
FIELD MEASURER	HOURLY	E
CONSTABLE	HOURLY	E
ACTIVITIES ASSISTANT	HOURLY	E
CALL FIREFIGHTER, CALL LIEUTENANT, STATION LIEUTENANT	HOURLY	E
DIRECTOR OF VETERANS' SERVICES	HOURLY	F
ADMINISTRATIVE ASSISTANT	HOURLY	F
PUBLIC HEALTH NURSE	HOURLY	F
MATRON	HOURLY	F
ELECTRICIAN, CARPENTER, PLUMBER, PAINTER,HVAC TECHNICIAN	HOURLY	G
ADMINISTRATIVE ASSISTANT	HOURLY	G
REGISTERED NURSE	HOURLY	G
INSPECTORS; WIRING, GAS, PLUMBING	HOURLY	G
SENIOR ADMINISTRATIVE ASSISTANT SEL.	HOURLY	G
RECREATION PROGRAM DIRECTOR	HOURLY	G
COMPUTER SUPPORT SPECIALIST	HOURLY	G
COMMUNITY PRESERVATION COORDINATOR	HOURLY	G
ASSISTANT TOWN ACCOUNTANT	SALARY	G
ASSISTANT TREASURER	SALARY	G
RECREATION ADMINISTRATOR	SALARY	H
ELDERLY SERVICES DIRECTOR	SALARY	H
PERSONNEL ADMINISTRATOR	SALARY	H
MUNICIPAL INSPECTOR/ASSISTANT. HEALTH AGENT	HOURLY	H
LOCAL INSPECTOR	HOURLY	H
FOOD INSPECTOR	HOURLY	H
CONSERVATION AGENT	SALARY	H
ASSISTANT ASSESSOR/APPRaiser	SALARY	H
TOWN PLANNER	SALARY	H
NURSE ADMINISTRATOR	SALARY	H
CHILDREN'S LIBRARIAN	SALARY	H
REFERENCE LIBRARIAN	SALARY	H
DEPUTY SUPERINTENDENT OF PUBLIC WORKS	SALARY	I
HEALTH AGENT	SALARY	I
CHIEF LIBRARIAN	SALARY	I
BUILDING COMMISSIONER	SALARY	I
TOWN TREASURER/COLLECTOR	SALARY	I
COMPUTER COORDINATOR	SALARY	I
ENGINEERING MANAGER	SALARY	I

**PERSONNEL REGULATION
20B PAY SCHEDULE
EFFECTIVE JULY 1, 2007**

*******RANGE*******

CLASS

	Minimum		Midpoint		Maximum	
A	16,704	8.00				
B	16,704	8.00 HR	21,653	10.37 HR	26,601	12.74 HR
C	17,226	8.25 HR	25,217	12.08 HR	33,028	15.90 HR
D	17,748	8.50 HR	26,267	12.58 HR	34,786	16.66 HR
E	20,880	10.00 HR	30,903	14.80 HR	40,925	19.60 HR
F	24,012	11.50 HR	35,538	17.02 HR	47,064	22.54 HR
G	27,144	13.00 HR	40,173	19.24 HR	53,202	25.48 HR
H	32,886	15.75 HR	48,672	23.31 HR	64,457	30.87 HR
I	41,760	20.00 HR	61,805	29.60 HR	81,850	39.20 HR

*HOURLY WAGES ARE CALCULATED BY THE FOLLOWING FORMULA:
ANNUAL SALARY DIVIDED BY 2088 HOURS. (NON LEAP YEARS)

Employee Performance Appraisal

Employee Name: _____ Job Title: _____

Date of Hire: _____ Department: _____ Supervisor: _____

Effective date of review: _____ Date of last review: _____ Date of next review: _____

Performance Rating Categories: Consider the employee's performance in each category and designate the level of performance that most accurately describes his/her job performance. Give careful consideration to each category before choosing the rating. The following is a description of each level of performance:

- 1 - NEEDS IMMEDIATE IMPROVEMENT** - Not performing to the requirements of the job. Needs a high degree of supervision and direction. May not have background to grasp the work. Needs to be aware of performance deficiencies and work immediately to correct.
- 2 - APPROACHING STANDARDS** - Usually performs at or close to job requirements, however, needs supervision for complete and on time results. Could result from being new to the position.
- 3 - CONTRIBUTORY PERFORMANCE** - Performance is what is expected of a fully qualified and competent person in the position. Sometimes performs with excellence, but not consistently.
- 4 - OUTSTANDING** - Far exceeds normal expectations. Seldom equaled in overall contribution to the Town of Hanover and/or its programs.

The "prompts" shown next to the numerical ratings are meant to be a guide, and should not be used as strict or explicit statements.

EVALUATORS MUST ADD COMMENTS REGARDING EACH CRITERION TO EXPLAIN OR ILLUSTRATE THE JOB BEHAVIOR.

COMMUNICATION/TEMPERAMENT - Consider level of communication skills. Also consider ability to adjust skills to multitude of personalities and circumstances

Manager Rating/Employee Rating

- 1 - Exhibits poor communication skills. Needs substantial improvement to be effective. Fails to notify others of critical issues or incidents. Has difficulty maintaining emotional balance.
- 2 - Communication requires effort. Is not comfortable with some interactions. Unsure when others should be notified of events. Retains even emotional keel in most circumstances.
- 3 - Effective in expressing and understanding ideas and instructions. Communicates clearly with staff, management, vendors, and customers. Maintains good behavior balance even when situation is difficult.
- 4 - Exceptional communication skills. Relates positively with everyone. Outstanding capacity to maintain sense of humor, perspective, and is a calming influence.

Supervisor's Comments:

Employee's Comments:

ACCURACY/QUALITY - Consider correctness and thoroughness of work results when compared to established procedures and methods.

Manager Rating/Employee Rating

- 1 - Makes errors in judgment and work is inconsistent with desired quality.
- 2 - Usually accurate. Makes occasional mistakes.
- 3 - Requires little checking. Is exact, precise and complete most of the time.
- 4 - Requires virtually no checking. Accuracy and quality of work are a priority.

Supervisor's Comments:

Employee's Comments:

LEARNING CAPABILITY - Consider speed with which new routines and explanations are understood, and the ability to retain new knowledge.

Manager Rating/Employee Rating

- 1 - Requires repeated and detailed instructions and explanations.
- 2 - Grasps instructions after explanation and opportunity to try out.
- 3 - Learns rapidly and retains instructions. Readily agreeable to change.
- 4 - Exceptionally fast to learn and adjust to changing conditions.

Supervisor's Comments:

Employee's Comments:

ATTENDANCE - Consider faithfulness in coming to work daily, on time, and conforming to work hours.

Manager Rating/Employee Rating

- 1 - Lax in attendance and/or reporting for work on time.
- 2 - Usually present and on time.
- 3 - Promptness and attendance at standard.
- 4 - Exceptionally reliable in this area.

Supervisor's Comments:

Employee's Comments:

INITIATIVE - Consider the tendency to contribute, develop, and/or carry out new ideas or methods.

Manager Rating/Employee Rating

- 1 - Rarely initiates or suggests new approaches. Prefers no change.
- 2 - Shows initiative occasionally. Needs to improve.
- 3 - Is resourceful, suggests or implements change and improvements.
- 4 - Frequently suggests new methods. Is very imaginative and creative.
Acts on own initiative to accomplish assignments or identify work to be done.

Supervisor's Comments:

Employee's Comments:

QUANTITY OF WORK - Consider the volume of work an individual does during a shift as compared to the volume of the whole job.

Manager Rating/Employee Rating

- 1 - Unable to keep pace with expected workload.
- 2 - Meets standards of output on some occasions, but not on consistent basis.
- 3 - Meets requirements of work expected.
- 4 - Usually completes more than expected without any sacrifice of quality.

Supervisor's Comments:

Employee's Comments:

JOB KNOWLEDGE - Consider the depth and breadth of information concerning work duties, processes and [ORGANIZATION] procedures which are required for competent performance.

Manager Rating/Employee Rating

- 1 - Lacks understanding of many aspects. Makes little effort to upgrade self.
- 2 - Lacks knowledge of some procedures and/or duties. Makes an effort to improve.
- 3 - Has necessary knowledge level and works to keep it current.
- 4 - Has broad knowledge base of own job and (ORGANIZATION) as a whole.
Takes advantage of every opportunity to improve self.

Supervisor's Comments:

Employee's Comments:

SERVICE ORIENTATION - Consider relationship with staff, management, vendors, and customers.

Manager Rating/Employee Rating

- 1 - Does not demonstrate interest in others' needs, concerns, or work.
- 2 - Occasionally places operational tasks above others' needs or concerns.
Needs to value people more highly.
- 3 - Interacts well with others. Acts effectively and cooperatively to solve problems in a timely fashion. Knows value of good service and positive interactions.
- 4 - Treats others as top priority. Clearly communicates their importance.
Demonstrates effort to meet all requests and needs.

Supervisor's Comments:

Employee's Comments:

COOPERATION/TEAMWORK - Consider willingness to assist others, contribute to harmony, and work toward common goals.

Manager Rating/Employee Rating

- 1 - Exhibits unwillingness to work with others. Not seen as a team player, can be obstacle to accomplishing goals.
- 2 - Prefers to work independently. Not quick to share information, resources, or efforts, but will when asked.
- 3 - Understands and supports concept of teamwork and is quick to volunteer to assist others.
- 4 - Exceptional at building work teams and consensus. Always has time and energy to give to others. Creates very harmonious work environment.

Supervisor's Comments:

Employee's Comments:

MANAGING CHANGE/INNOVATION - Consider level of understanding why change is necessary and what will be required. Also consider ability to ask for input to clear up misunderstandings and to offer ideas on how to make change go as smoothly as possible.

Manager Rating/Employee Rating

- 1 - Unable to innovate or foster change.
- 2 - Some understanding of the change process. Often uncomfortable with cooperatively approaching change.
- 3 - Recognizes needed change and takes responsibility for an effective change and innovation process.
- 4 - Innovative thinking. Exceptional ability to foster positive climate of change.

Supervisor's Comments:

Employee's Comments:

PLANNING/ORGANIZATION - Consider level of planning, organizing information, prioritizing tasks, and utilizing resources to meet needs; level of dependability in meeting deadlines.

Manager Rating/Employee Rating

- 1 - Crisis work style. No planning evident. Poor utilization of resources.
Misses important deadlines.
- 2 - Deals with current situation only. Needs more planning to meet deadlines and handle multiple tasks.
- 3 - Not only thinks ahead, sees needs and reacts quickly to new priorities.
Good at planning for future situations. Work is completed on time.
- 4 - Thinks strategically and is able to combine resources and information with exceptional skill to deal with current and future work. Efficiency and effectiveness at the highest level.

Supervisor's Comments:

Employee's Comments:

TOTAL RATING SCORE

Manager Rating/Employee Rating

NARRATIVE SUMMARY:

Overall Rating: Put an "X" where description most closely approximates this person's total impact on the Town of Hanover. Do not average; rather, consider the overall contribution.

() Falls below standards () Approaching standards () Contributory Performance () Outstanding

Supervisor Signature:

Date:

Supervisor/Manager:

Date:

EMPLOYEE COMMENTS: (use additional paper if necessary for full detail)

Your signature does not imply you agree with any or all of the evaluation remarks, only that you have been given an opportunity to participate in the process and have seen this review.

Employee Signature:

Date:

PLANNING FOR FUTURE PERFORMANCE (to be completed by both employee and supervisor during the appraisal discussion)

List mutually agreed upon specific areas which represent opportunities for improvement or growth in performance. Establish and list here specific objectives for achieving this improvement or growth. Discuss the action steps to accomplish each objective. Include resources committed by the supervisor and/or the Town Manager to support this growth where applicable.

Targeted Areas	Objectives	Date of Achievement

What training, support, actions, or resources are necessary or desirable to complete the above performance plan or to build skills for the future?